



Who Should I Call?--Consumers

Question or Issue	Contact
To apply for KanCare	Your local DCF office or the KanCare Clearinghouse at 1-800-792-4884 Apply online here: https://cssp.kees.ks.gov/apspssp/
To find out what managed care organization(MCO) you're assigned to	Managed Care Enrollment Center 1-866-305-5147
If you didn't receive a KanCare enrollment packet	Managed Care Enrollment Center 1-866-305-5147
If you didn't receive an ID card or materials from your KanCare health plan	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238
To change your primary care physician (PCP)	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238
To find out if a provider (doctor, hospital, pharmacy, in- home help, etc.) is in an MCO's network	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238
To change your MCO	Managed Care Enrollment Center 1-866-305-5147
To change the responsible party on your case	The organization maintaining your case—either DCF or the KanCare Clearinghouse DCF: 1-888-369-4777 Clearinghouse: 1-800-792-4884
To schedule a ride to a medical appointment	Your health plan Amerigroup: 1-855-345-6943 (TTY) Sunflower: 1-877-644-4623 (TTY) United: 1-877-796-5847 (771 TTY)
To ask a question about a prescription drug	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238

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To find out if a service is covered	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238
To talk to a nurse after hours	Your health plan Amerigroup: 1-866-864-2544 Sunflower: 1-877-644-4623 United: 1-877-542-9238
If you need help finding a doctor, hospital, in-home helper, etc.	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238
To update your address and get information	The organization maintaining your case—either DCF or the Clearinghouse DCF: 1-888-369-4777 Clearinghouse: 1-800-792-4884
To file a grievance (complaint about the MCO or one of its providers)	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238
To file an appeal	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238
To ask about spenddown or client obligation	Your local DCF office 1-888-369-4777
Other questions about your MCO	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238
If you're not sure where your question fits	Managed Care Enrollment Center 1-866-305-5147



Keeping My Providers in KanCare

How do I keep the same doctors that I have now after January 1, 2013?

You can check with the health plan you select to see if your doctors are in the health plan's network. Even if they are not, you can still see those doctors for 90 days beginning January 1, 2013.

Can I have the same in-home helpers after January 1, 2013?

Yes, if you receive long-term supports and services now, you can keep the same helpers for 90 days beginning January 1, 2013. If your plan of care isn't reviewed by the health plan you chose in 90 days, you can keep the same helpers for up to 90 more days or when your plan is reviewed.

Do I have to move if my nursing home is not part of the health plan's network?

No. All nursing homes have up to a year to sign up with the health plans.

Will I have to pay more if my nursing home is not part of the health plan's network?

No.

Will my doctor or in-home helpers be paid less if they are not in a plan's network?

Not for the first 90 days.

If my doctor or in-home helpers never sign up with my health plan, will they be paid less?

Yes, they might. We want doctors and others to sign up with all three health plans. After the first 90 days of KanCare, they could be paid 90% of the rates paid today.

Will I have to make up the difference, if my doctor or in-home helpers are paid less?

No.

What if I need to see a special doctor who is not in the health plan's network?

The health plan will check to make sure another special doctor is in their network first. If there is not, they will help you see the doctor you need. As long as the health plan approves you seeing the special doctor, you will not pay anything.

What if I have an emergency? Do I have to worry about finding a hospital in the health plan's network?

No. In an emergency, go to the nearest hospital emergency room. All hospitals with emergency rooms have to see anyone in an emergency situation.